

# The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015

Tools & Technology: The Business Process Management Playbook

by Clay Richardson

November 18, 2015

## Why Read This Report

In Forrester's 31-criteria evaluation of business process management vendors, we identified the 12 most significant software providers — Appian, Bizagi, DST Systems, IBM, K2, Newgen Software, OpenText, Oracle, Pegasystems, Red Hat, Software AG, and TIBCO Software — in the category and researched, analyzed, and scored them. This report details our findings about how well each vendor fulfills our criteria and where they stand in relation to each other to help enterprise architecture (EA) professionals select the right partner to manage their business' critical content.

## Key Takeaways

### **Appian, IBM, And Pegasystems Lead The Pack**

Forrester's research uncovered a market in which Pegasystems, Appian, and IBM continue to lead the pack. Software AG, Oracle, Newgen Software, OpenText, Bizagi, K2, and DST Systems offer competitive options. Red Hat and TIBCO Software lag behind.

### **The BPM Platforms Market Is Growing As EA Pros Accelerate Digital Transformation**

The BPM platforms market is growing because more EA professionals see BPM as a way to address emerging challenges for customer experience and digital business. This market growth is, in large part, because EA pros increasingly trust BPM platform providers to act as strategic partners, helping them transform how they use technology to win, serve, and retain customers in the digital age.

### **Differentiators Include Rapid Development, UX Design, And Case Management**

As legacy BPM technology becomes outdated and less effective, improved delivery speed and process flexibility will dictate which providers will lead the pack. Vendors that can provide fast ramp-up, flexible mobile experiences, and dynamic case management position themselves successfully to deliver speed and business agility to their customers.

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## Table Of Contents

- 2 **BPM Platforms Can Speed Digital Transformation**
- 4 **Our Evaluation Overview Of BPM Platforms For Digital Business**
  - The Strongest Offerings Support Digital Experience And Digital Operations Requirements
  - Evaluated Vendors Offer Comprehensive Platforms And Global Reach
- 5 **Leaders Offer Broad Support For Digital Strategies**
- 10 **Vendor Profiles**
  - Leaders
  - Strong Performers
  - Contenders
- 13 **Supplemental Material**

## Notes & Resources

Forrester conducted demonstrations and executive strategy briefings with 12 vendors: Appian, Bizagi, DST Systems, IBM, K2, Newgen Software, OpenText, Oracle, Pegasystems, Red Hat, Software AG, and TIBCO Software.

## Related Research Documents

[Predictions 2015: The Age Of The Customer Is Set To Disrupt The BPM Market](#)

[Revenue And Customers Shape The New Business Case For Process Excellence](#)

[TechRadar™: Customer-Centric BPM Technology, Q4 2014](#)

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

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## BPM Platforms Can Speed Digital Transformation

The shift to digital business continues to gain momentum. Leading companies are accelerating investments in projects that put digital technologies at the center of their business models. But many of these companies hit speed bumps when digitizing operational processes that shape customer experience and engagement. When asked, most enterprise architects will share that the people and process dimensions of digital business are the most difficult to transform (see Figure 1).

The new requirements of digital transformation are forcing a major change in how companies evaluate and deploy BPM platforms and services. Instead of turning to BPM to drive operational efficiency, enterprise architects are investing in BPM to (see Figure 2):

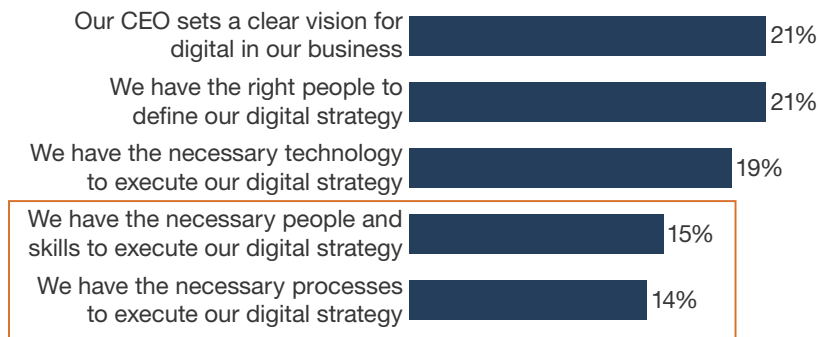
- › **Deliver rapid customer-centric innovation.** BPM software has always held out the promise of accelerating solution application development. Heavy-handed process analysis and continuous improvement techniques have always blocked this promise. However, in the context of digital business, many companies are dumping traditional process methods — including process modeling and Six Sigma techniques — in favor of design thinking and lean experimentation techniques that support rapid delivery. Forrester sees BPM software vendors optimizing their platforms to support these new rapid-delivery techniques.
- › **Quickly adapt processes to support new digital strategies.** As digital business models evolve, business processes and work styles must adapt to accommodate new realities. To support this level of agility, BPM platforms must support different work patterns, including casework, heads-down processing, customer collaboration, straight-through processing, and procedural work. And in some cases, the platforms must support all of these work styles across a single end-to-end process.
- › **Extend beyond the back-office and the company boundaries.** Given ongoing disruptive change, business processes have to be flexible and capable of supporting a broad range of devices and screen resolutions. BPM platforms must support designing business processes for employees that work across desktop, laptop, smartphone, and tablet devices. Additionally, BPM platforms will need to support a growing number of digital channels, including web, social, and Internet of Things (IoT).

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

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**FIGURE 1** Most Companies Don't Feel They Have The Right Processes And Skills For Digital Transformation**“Assessing your organization’s digital readiness, how much do you agree with the following statements?”**

(Respondents who selected 8, 9, or 10 on a scale of 1 [completely disagree] to 10 [completely agree])



Base: 1,254 executives in companies with 250 or more employees

Source: Forrester/Russell Reynolds 2014 Digital Business Online Survey

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**FIGURE 2** Digital Business Reframes BPM Platform Requirements

## Our Evaluation Overview Of BPM Platforms For Digital Business

To assess the state of the BPM platforms market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of 12 leading BPM platform vendors, looking at the depth of their capabilities to support digital transformation.

### The Strongest Offerings Support Digital Experience And Digital Operations Requirements

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria. We evaluated vendors against 31 criteria, which we grouped into three high-level buckets:

- › **Current offering.** We assessed the technologies based on the breadth of each tool set, with particular emphasis on mobile engagement, low-code development, user interface integration, and process data virtualization. We surveyed customers to get firsthand observation on the strength of particular capabilities.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

- › **Strategy.** BPM vendors must show coherent strategies that reframe BPM to support digital business requirements. We placed particular emphasis on vendors investing in new, innovative approaches to accelerate process transformation. We also looked at the depth of each vendor's partner ecosystem.
- › **Market presence.** We evaluated each vendor based on its total revenue, BPM-specific revenue, installed customer base, and geographic presence.

**Evaluated Vendors Offer Comprehensive Platforms And Global Reach**

Forrester included 12 vendors in the assessment: Appian, Bizagi, DST Systems, IBM, K2, Newgen Software, OpenText, Oracle, Pegasystems, Red Hat, Software AG, and TIBCO Software. Each of these vendors has (see Figure 3):

- › **Breadth of support for digital business requirements.** Each evaluated vendor includes specific functionality to provide strong support for creating digital front-end process experiences for web and mobile. Additionally, the product provides strong support for process analysis, modeling, automation, and integration to improve operations.
- › **Strong go-to-market strategy and thought leadership.** Selected vendors demonstrate the ability to shape the direction of the market, either through innovative capabilities or by their dominant market presence. Selected vendors also demonstrate an ability to execute go-to-market strategies that keep them relevant and visible in the market.
- › **Proven customer adoption across different geographies and verticals.** Included vendors have a solid existing customer base among customers with revenues of over \$1 billion. The platform primarily targets and supports multiyear digital transformation and process-change initiatives. Vendors have a strong market presence across North America, Europe, and Asia Pacific markets, with at least 10 large-scale implementations in production in each market.
- › **Interest from Forrester clients.** Forrester clients ask about the evaluated platforms within the context of inquiry, advisory, and/or consulting. These products are credible candidates for shortlist considerations when our clients are planning BPM deployments.

**Leaders Offer Broad Support For Digital Strategies**

Our evaluation uncovered a market where leading vendors are investing aggressively to stay ahead of emerging digital business trends and use cases (see Figure 4):

- › **Appian, IBM, and Pegasystems lead with broad support for digital scenarios.** Appian and Pegasystems are pure-play BPM vendors that have evolved their platforms to support a wide range of digital business scenarios, including mobile engagement, social collaboration, and dynamic case management. In similar fashion, IBM has evolved its BPM offering to cover a broad spectrum of use cases for digital operations, including analytics and predefined industry solutions and frameworks.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

- › **Bizagi, DST Systems, K2, and Newgen Software are strong for rapid development.** Bizagi and K2 provide strong platforms for quickly building process applications through visual drag-and-drop design environments. Both vendors pride themselves on fast ramp-up times and minimal training required to begin building and deploying solutions. DST Systems and Newgen Software also support rapid delivery, with a focus on helping companies digitize and modernize back-office operations through dynamic case management and document management.
- › **OpenText, Oracle, and Software AG offer robust portfolios for digital business.** These vendors approach digital business with deep software portfolios that include BPM platforms and other adjacent technologies, such as complex event processing, middleware integration, master data management, and analytics. Oracle and Software AG have invested to improve the user experience of their process modeling and design environments, making the products more usable by nontechnical business analysts. And OpenText acquired leading BPM vendor Cordys to support accelerating BPM development and integration in the cloud.
- › **Red Hat and TIBCO Software address digital business integration challenges.** Red Hat and TIBCO Software provide robust BPM engines supported by scalable middleware and decision management capabilities. These platforms allow developers to build highly customized process apps and solutions that integrate with existing web and business applications.

This evaluation of the BPM platform market is intended to be a starting point only. We encourage clients to view detailed product evaluations and adapt criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

**FIGURE 3** Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Product version evaluated
Appian	Appian	7.9
Bizagi	Bizagi BPM Suite	10.6
DST Systems	AWD	10.7
IBM	IBM Business Process Manager	8.5
K2	K2 blackpearl	4.6.9
Newgen Software	Newgen iBPS Suite Omni Flow	9.0 SP 6
OpenText	OpenText Process Suite	10.7
Oracle	Oracle BPM Suite	11g
Pegasystems	Pega 7	7
Red Hat	Red Hat JBoss BPM Suite	6.1
Software AG	Agile Process Platform	9.8
TIBCO Software	TIBCO ActiveMatrix BPM	3.1

**Vendor selection criteria**

**Breadth of support for digital business requirements.** Each evaluated vendor includes specific functionality to provide strong support for creating digital front-end process experiences for Web and mobile. Additionally, the product provides strong support for process analysis, modeling, automation, and integration to improve operations.

**Strong go-to-market strategy and thought leadership.** Selected vendors demonstrate the ability to shape the direction of the market, either through innovative capabilities or through their dominant market presence. Selected vendors also demonstrate an ability to execute go-to-market strategies that keep them relevant and visible in the market.

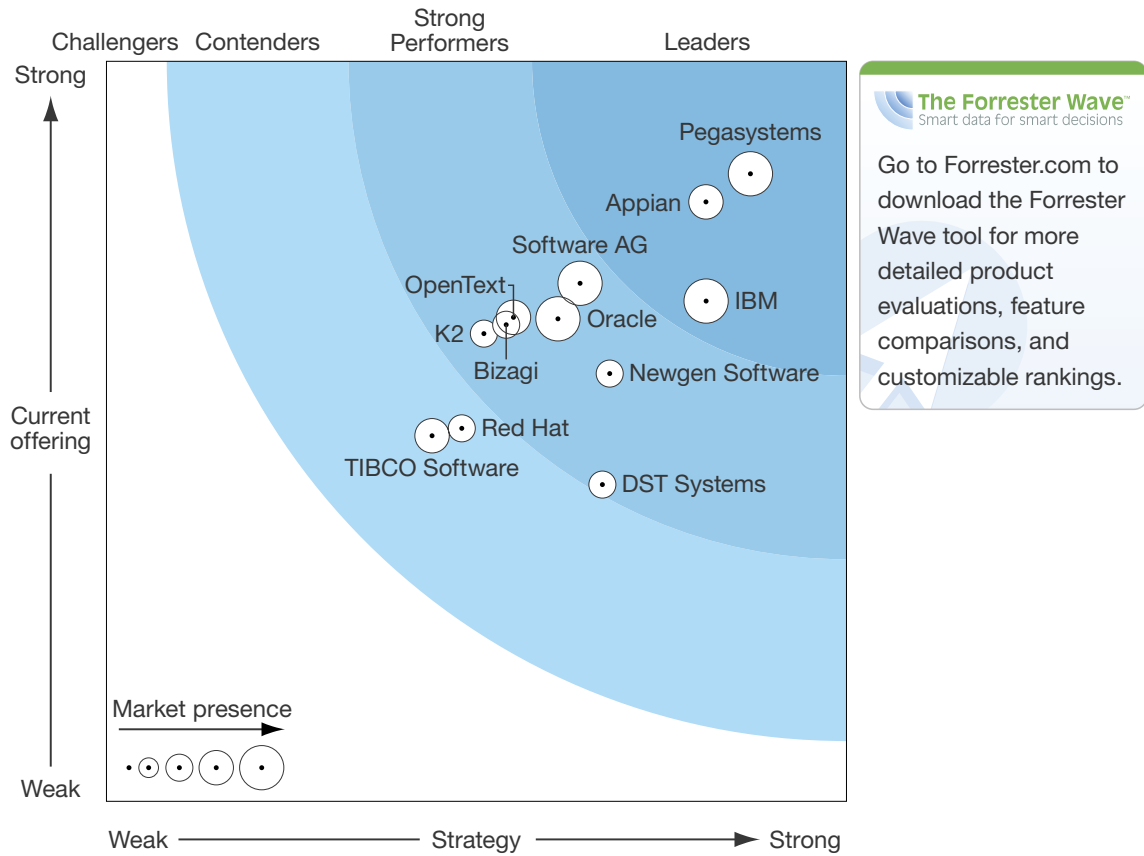
**Proven customer adoption across different geographies and verticals.** Included vendors have a solid existing customer base among customers with revenues of over \$1 billion. The platform primarily targets and supports multiyear digital transformation and process-change initiatives. Vendors have a strong market presence across North America, Europe, and Asia Pacific markets, with at least 10 large-scale implementations in production in each market.

**Interest from Forrester clients.** Forrester clients ask about the evaluated platforms within the context of inquiry, advisory, and/or consulting. These products are credible candidates for shortlist considerations when our clients are planning BPM deployments.



**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

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**FIGURE 4** Forrester Wave™: BPM Platforms For Digital Business, Q4 '15

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**FIGURE 4** Forrester Wave™: BPM Platforms For Digital Business, Q4 '15 (Cont.)

	Forrester's Weighting	Appian	Bizagi	DST Systems	IBM	K2	Newgen Software	OpenText	Oracle	Pegasystems	Red Hat	Software AG	TIBCO Software
<b>CURRENT OFFERING</b>	50%	4.05	3.22	2.14	3.38	3.16	2.89	3.27	3.26	4.24	2.52	3.50	2.47
Collaborative modeling	5%	3.00	3.00	1.00	5.00	1.00	4.00	3.00	5.00	5.00	3.00	5.00	5.00
Smart forms and user experience	7%	5.00	3.00	3.00	3.00	4.00	3.00	3.00	3.00	5.00	3.00	3.00	2.00
Process and flow design	2%	5.00	3.00	5.00	3.00	4.00	5.00	5.00	3.00	5.00	3.00	4.00	3.00
Dynamic case management	5%	4.00	2.00	3.00	4.00	3.00	4.00	5.00	4.00	5.00	2.00	3.00	3.00
Mobile engagement	10%	4.00	4.00	1.00	3.00	3.00	3.00	3.00	3.00	5.00	1.00	4.00	0.00
Microservices support	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cloud options	7%	5.00	2.00	2.00	5.00	4.00	3.00	3.00	4.00	4.00	2.00	3.00	2.00
Low-code development	10%	3.00	5.00	3.00	3.00	5.00	3.00	3.00	3.00	1.00	2.00	4.00	2.00
Process data virtualization	10%	3.00	5.00	1.00	3.00	5.00	3.00	5.00	3.00	3.00	3.00	3.00	5.00
Customer journey metrics	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Contextual guidance	3%	2.00	1.00	1.00	3.00	2.00	2.00	3.00	2.00	5.00	1.00	3.00	1.00
Decision management	5%	3.00	3.00	3.00	5.00	2.00	3.00	3.00	4.00	5.00	5.00	3.00	4.00
Reporting and analytics	2%	4.00	3.00	3.00	5.00	3.00	3.00	3.00	3.00	5.00	3.00	5.00	5.00
Channel integration	2%	3.00	3.00	2.00	3.00	2.00	2.00	2.00	2.00	3.00	3.00	5.00	2.00
Digital workplace	5%	5.00	3.00	4.00	4.00	3.00	3.00	3.00	3.00	5.00	3.00	5.00	3.00
Guidrails and governance	10%	5.00	2.00	1.00	2.00	1.00	1.00	3.00	3.00	5.00	3.00	3.00	1.00
Life-cycle management	2%	5.00	3.00	3.00	3.00	3.00	3.00	3.00	5.00	5.00	3.00	3.00	3.00
Enterprise scalability	5%	4.00	3.00	3.00	5.00	3.00	3.00	4.00	3.00	4.00	3.00	3.00	3.00
User interface integration	10%	5.00	3.00	2.00	2.00	3.00	3.00	2.00	3.00	5.00	2.00	3.00	2.00
<b>STRATEGY</b>	50%	4.05	2.70	3.35	4.05	2.55	3.40	2.75	3.05	4.35	2.40	3.20	2.20
Product strategy	45%	5.00	3.00	3.00	4.00	3.00	3.00	2.00	3.00	5.00	3.00	3.00	2.00
Pricing	0%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ease of implementation	15%	4.00	5.00	4.00	3.00	4.00	3.00	3.00	2.00	2.00	3.00	3.00	2.00
Smart process apps	20%	3.00	1.00	5.00	4.00	1.00	5.00	5.00	4.00	5.00	1.00	3.00	1.00
Resource availability	20%	3.00	2.00	2.00	5.00	2.00	3.00	2.00	3.00	4.00	2.00	4.00	4.00
<b>MARKET PRESENCE</b>	0%	3.30	2.50	2.80	5.00	2.80	2.90	3.40	4.30	4.10	3.00	4.40	3.10
Revenue	50%	3.00	2.00	3.20	5.00	2.00	1.40	2.40	4.20	4.60	1.60	3.80	2.40
Customers and markets	50%	3.60	3.00	2.40	5.00	3.60	4.40	4.40	4.40	3.60	4.40	5.00	3.80

All scores are based on a scale of 0 (weak) to 5 (strong).

## Vendor Profiles

### Leaders

- › **Pegasystems.** Pegasystems' core BPM platform covers a wide range of process use cases, including dynamic case management, predictive and big data analytics (i.e., next best action), rules-based processes, and prebuilt vertical application. In 2013, Pegasystems acquired mobile pioneer Antenna Software to deepen mobile integration and mobile device management functionality in the core Pegasystems platform. Adjacent Pegasystems offerings, such as CRM, applications for customer service, sales force automation (SFA), and marketing, also use the BPM platform. Pegasystems' most recent investments focus on enhancing its cloud offering and introducing a lightweight version of the platform, called Pega Express, to support rapid design and prototyping of new apps.
- › **Appian.** Appian is focused on the rapid delivery of both process-centric and data/case-centric applications. In 2010, Appian was the first BPM software vendor to introduce social and mobile functionality as foundational components for its BPM platform. These components allowed customers to engage and collaborate around work tasks in new ways and opened up new use cases and scenarios for deploying BPM for field workers. New capabilities focus on case management, data virtualization, responsive design, and application performance tuning. Appian provides a web-based process modeling, development, and execution environment that is available both on-premises and in the cloud.
- › **IBM.** IBM's BPM offering targets programs and initiatives focused on continuous process improvement and collaboration across different operational roles. The platform includes different components that cover collaborative modeling, process design and execution, business rules, and business activity monitoring. The platform can also extend to work with other components across the IBM enterprise stack. Over the past few years, IBM has introduced dynamic case management and mobile features that support emerging digital use cases.

### Strong Performers

- › **Software AG.** Software AG offers a broad portfolio of BPM capability that covers the spectrum of process and case management use cases and scenarios. For process design, development, and automation, Software AG provides both a web-based modeling environment and a development environment for implementing process applications and solutions. Software AG's process modeling and analysis environment is available in both on-premises and cloud configurations. The process modeling and analysis environment supports a range of process modeling standards and notations, including event-driven process chain (EPC) and business process modeling notation (BPMN).<sup>1</sup>
- › **Oracle.** Oracle's BPM platform targets process teams that need deep integration to back-end systems and web services. The platform provides out-of-the-box connectivity to other Oracle middleware components and packaged applications. More recently, Oracle revamped its cloud-

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Tools &amp; Technology: The Business Process Management Playbook

based modeling environment to improve usability for business analysts and nontechnical process analysts. The cloud-based environment supports complete model-to-execution, and customers can use it to build and deploy full-featured business process applications. Oracle also provides a growing catalog of horizontal and vertical process accelerators, such as insurance claims management and complaints management.

- › **Newgen Software.** Newgen Software's BPM platform grew out of the vendor's roots in content management and back-office automation. Over the past several years, Newgen has invested heavily in building a cohesive BPM platform that provides web-based modeling, analytics, and process automation. The vendor also offers a portfolio of solution accelerators and frameworks targeting banking and finance operations, shared services, and government. Today, Newgen, headquartered in New Delhi, supports customer implementations and deployments across a wide range of industries around the globe.
- › **OpenText.** Over the past five years, OpenText has acquired three different BPM vendors and blended their strengths in case management, business architecture, and human-centric BPM into the core platform, acquired along with Cordys.<sup>2</sup> OpenText's BPM platform provides an enterprise service bus (ESB) that enables web-services-based integration across different applications and methods. Additionally, the platform provides prebuilt integrations with OpenText's existing enterprise content management (ECM) functionality. The latest release of the platform also supports entity modeling and object modeling as part of the process and case design environments.
- › **Bizagi.** Bizagi offers a free-download process modeling environment that has helped the vendor gain traction and marquee customers across all major global regions. Key product features include virtual data management and extensible widgets that customers can adapt based on target devices and screen resolutions. Bizagi was one of the first vendors to provide virtual data management capabilities, allowing business analysts and developers to model data structures that represent virtual views across different systems of record and back-end databases. Bizagi customers use this approach to simplify process design by removing the complexity of data integration from process model diagrams.
- › **K2.** Although K2 is often associated with the Microsoft SharePoint and Office 365 ecosystem, customers now widely use the vendor across different scenarios besides SharePoint workflow and as a replacement for Infopath.<sup>3</sup> K2's BPM solution targets application development teams that need a platform for rapidly building and deploying process-based apps. The BPM environment includes support for building "smart objects" that allow developers to aggregate data from across multiple systems of record, including Microsoft Dynamics CRM, Salesforce, SAP, and other database and web service applications. Technical and nontechnical roles can also build "smart forms" on top of these data objects to create rich, consolidated user experiences that present and capture data from multiple systems of record.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

- › **DST Systems.** DST Systems' BPM platform, AWD, primarily targets back-office operations that are looking to go digital. The vendor has a strong presence in financial services, healthcare, and insurance verticals. Over the past three years, DST has worked to provide a seamless look and feel across process modeling, process development, and task management environments. The platform provides support for structured process and workflow orchestration, dynamic case management, and systems integration. DST provides the product in on-premises and hosted configurations.

**Contenders**

- › **Red Hat.** Red Hat is the only open source BPM vendor in the market that met our inclusion criteria for this market evaluation. It positions the platform as a scalable solution for developers to build and execute process-driven applications. Red Hat's platform includes a web-based process modeling environment, business rules engine, process execution engine, and work management environment for users to complete work tasks. All of these components are based on open source projects. Red Hat distributes the product under the terms of Lesser General Public License (LGPL) open source licensing and offers a subscription model for support and maintenance.
- › **TIBCO Software.** In 2014, Vista Partners, a private equity firm, acquired TIBCO Software, which is currently going through a shift to move more aggressively into the cloud.<sup>4</sup> TIBCO Software's BPM platform continues to be a strong anchor in the vendor's middleware stack, providing BPM and case management capabilities along with integration to other middleware components such as its enterprise service bus and event-streaming platforms. The core platform targets process development teams that demand high scalability for handling large volumes of transactions. In addition to the core process design and development platform, TIBCO provides a web-based collaborative modeling environment that targets business analysts and nontechnical roles. The collaborative modeling environment helps teams document existing business processes and share process models as standard operating procedures and policies. In November 2015, TIBCO announced a new major release of its BPM platform. According to TIBCO, this new release provides better support for digital business architectures and strategic initiatives that extend beyond business process improvement.

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Tools &amp; Technology: The Business Process Management Playbook

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Ask a question related to our research; a Forrester analyst will help you put it into practice and take the next step. Schedule a 30-minute phone session with the analyst or opt for a response via email.

Learn more about inquiry, including tips for getting the most out of your discussion.

### Analyst Advisory

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Learn about interactive advisory sessions and how we can support your initiatives.

## Supplemental Material

### Online Resource

The online version of Figure 4 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

### Data Sources Used In This Forrester Wave

Forrester used a combination of three data sources to assess the strengths and weaknesses of each solution:

- › **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- › **Product demos.** We asked vendors to conduct demonstrations of their products' functionality. We used findings from these product demos to validate details of each vendor's product capabilities.
- › **Customer reference surveys.** To validate product and vendor qualifications, Forrester also fielded customer reference surveys to at least three of each vendor's current customers.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

**The Forrester Wave Methodology**

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and we encourage readers to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve. For more information on the methodology that every Forrester Wave follows, go to <http://www.forrester.com/marketing/policies/forrester-wave-methodology.html>.

**Integrity Policy**

All of Forrester's research, including Forrester Wave evaluations, is conducted according to our Integrity Policy. For more information, go to <http://www.forrester.com/marketing/policies/integrity-policy.html>.

**Survey Methodology**

The Forrester/Russell Reynolds 2014 Digital Business Online Survey was fielded to 1,591 Russell Reynolds Associates contacts. However, only a portion of survey results are illustrated in this report. For quality assurance, we screened respondents to ensure they met certain standards in terms of job responsibilities and the size of their organizations.

Forrester fielded the survey from November 2013 to January 2014. Respondent incentives included a summary of the survey results. Exact sample sizes are provided in this report on a question-by-question basis. This survey used a self-selected group of respondents (executives who have interacted with Russell Reynolds Associates) and is therefore not random. The survey was fielded only in English. Among the respondents, 38% work in North America, 53% work in Europe, and 9% work in the rest of the world. This data is not guaranteed to be representative of the population, and, unless otherwise noted, statistical data is intended to be used for descriptive and not inferential purposes. While nonrandom, the survey is still a valuable tool for understanding where business executives are today and where the market is headed.

**The Forrester Wave™: BPM Platforms For Digital Business, Q4 2015**

Tools &amp; Technology: The Business Process Management Playbook

## Endnotes

- <sup>1</sup> EPC is a standard modeling notation that was developed by IDS Scheer and is also used by enterprise packaged applications such as SAP.
- <sup>2</sup> OpenText acquired Cordys in August 2013. Source: “OpenText Buys Cordys to Expand BPM and Case Management,” OpenText press release, August 16, 2013 (<http://www.opentext.com/who-we-are/press-releases?id=66B58B6F88534A9CA41B4E14A6018C6A>).
- <sup>3</sup> Microsoft announced that it would discontinue support for its InfoPath product in 2014. Source: Mary Jo Foley, “Microsoft discontinues its InfoPath electronic-forms product,” ZDNet, January 31, 2014 (<http://www.zdnet.com/article/microsoft-discontinues-its-infopath-electronic-forms-product/>).
- <sup>4</sup> To learn more about the acquisition, see the “[Brief: Tibco's BT Moment Of Truth](#)” Forrester report.



We work with business and technology leaders to develop customer-obsessed strategies that drive growth.

#### PRODUCTS AND SERVICES

- › Core research and tools
- › Data and analytics
- › Peer collaboration
- › Analyst engagement
- › Consulting
- › Events

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Forrester's research and insights are tailored to your role and critical business initiatives.

#### ROLES WE SERVE

##### **Marketing & Strategy Professionals**

CMO  
B2B Marketing  
B2C Marketing  
Customer Experience  
Customer Insights  
eBusiness & Channel Strategy

##### **Technology Management Professionals**

CIO  
Application Development & Delivery  
› Enterprise Architecture  
Infrastructure & Operations  
Security & Risk  
Sourcing & Vendor Management

##### **Technology Industry Professionals**

Analyst Relations

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#### CLIENT SUPPORT

For information on hard-copy or electronic reprints, please contact Client Support at +1 866-367-7378, +1 617-613-5730, or [clientsupport@forrester.com](mailto:clientsupport@forrester.com). We offer quantity discounts and special pricing for academic and nonprofit institutions.